



# ***Spouse Information Meeting (SIM)***

***March 2014***

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**Supporting each Warrior, Family and Community with  
sustainable services, ensuring power projection  
readiness from Hawaii**

*We are the Army's Home*

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# SIM



## Agenda

- Opening Remarks (USAG-HI Commander / Senior Spouse)
- Spotlight Brief #1 – Tricare Update (*Mavis Okihara*)
- Spotlight Brief #2 – Volunteer Recognition Ceremony (*Michael Amarosa*)
- One Item of Interest to All (Service Providers)
- SIM Topic Annual Planner (Facilitator)
- Closing Remarks (USAG-HI Commander / Senior Spouse)



# SIM

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## **Spotlight Brief #1**

### **Tricare Update**

***(Ms. Mavis Okihara)***



# TRICARE<sup>®</sup>

## *Your Military Health Plan*

### TRICARE Self-Service Options

Updated February 2014



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Defense Health Agency. All rights reserved.*

## Today's Agenda

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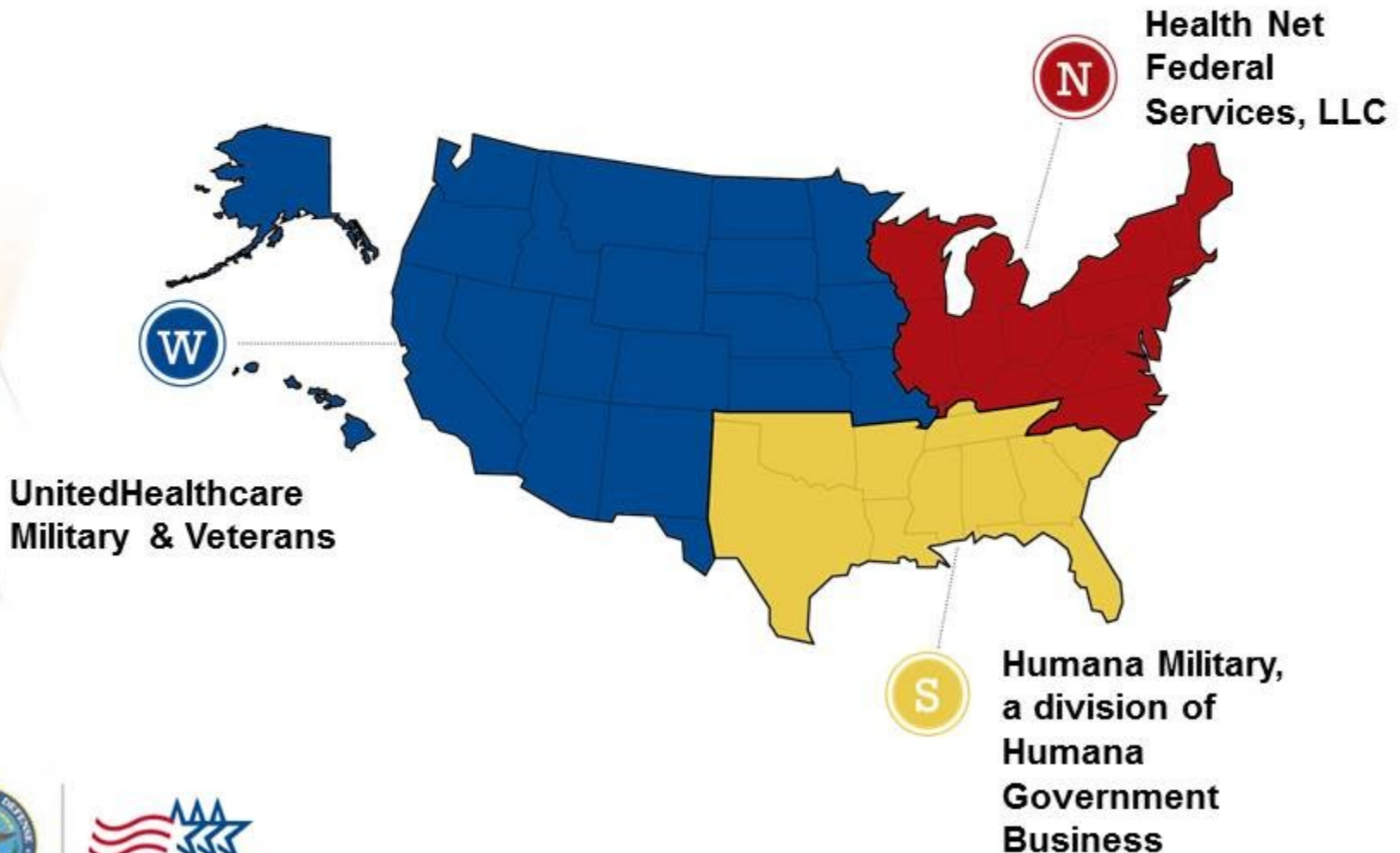
- What Is TRICARE?
- Self-Service Options Online, Including:
  - The “I want to ...” section of **www.tricare.mil**
  - Enrolling in TRICARE benefits
  - Using Beneficiary Web Enrollment
  - Using milConnect
  - Accessing customer service resources



What Is TRICARE?

## TRICARE Stateside Regions

TRICARE is available worldwide and managed regionally.





## TRICARE Self-Service—Why Not Single Sign On?

Because TRICARE is a network of Military Health System resources, which includes civilian health care professionals, the logon requirements may differ for each system, such as:

- Regional contractors
- Pharmacy and dental contractors
- Claims
- TRICARE For Life



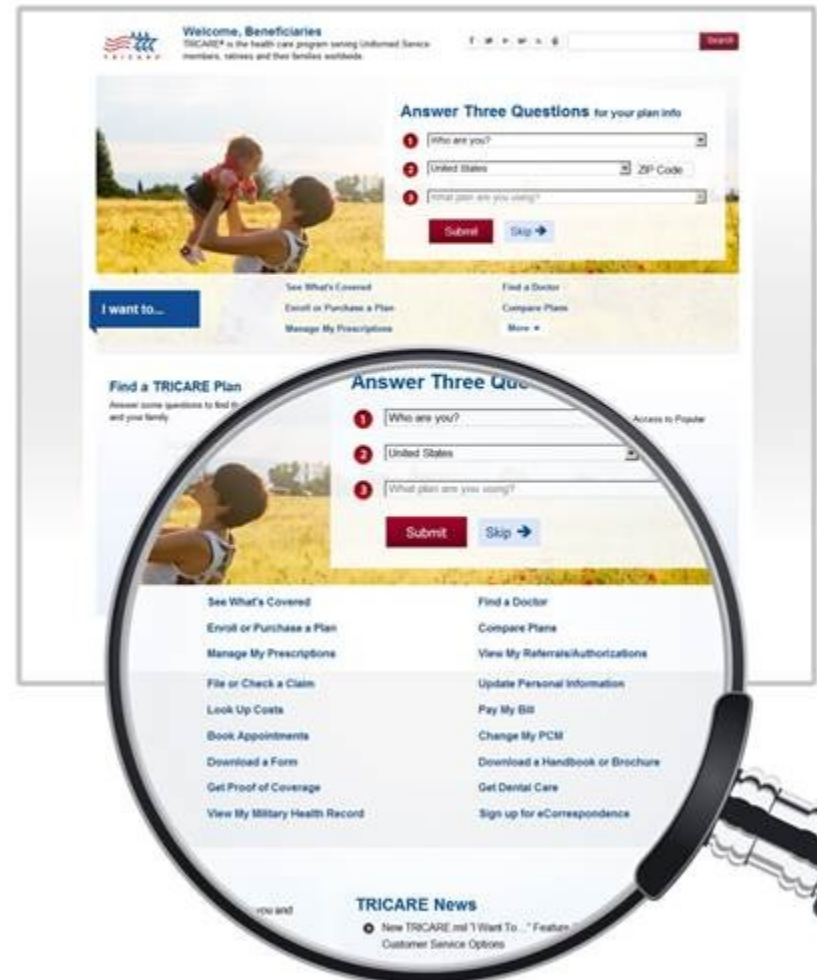
## Self-Service Options Online

# Using TRICARE's "I want to ..." Section

You can manage your benefits at home or on the go via TRICARE partner secure Web sites. On **www.tricare.mil**, the "I want to ..." section directs you to links that allow you to:

- Enroll in or purchase a plan
- File or check a claim
- View referrals and prior authorizations
- Find a doctor
- Update your contact information

... and **much more!**





## Self-Service Options Online

# Using TRICARE's "I want to ..." Section (*continued*)

### I want to...

Sign up for eCorrespondence

Find a Doctor

Compare Plans

View My Referrals/Authorizations

Update Personal Information

Pay My Bill

Change My PCM

Download a Handbook or Brochure

Get Dental Care

See What's Covered

Enroll or Purchase a Plan

Manage My Prescriptions

File or Check a Claim

Look Up Costs

Book Appointments

Download a Form

Get Proof of Coverage

View My Military Health Record



# Self-Service Options Online

## Enrolling or Purchasing a Plan

### Enroll or Purchase a Plan

[Enroll Online](#)

[TRICARE Prime](#)

[TRICARE Prime Remote](#)

[TRICARE Prime Overseas](#)

[TRICARE Prime Remote Overseas](#)

[US Family Health Plan](#)

[TRICARE Reserve Select](#)

[TRICARE Retired Reserve](#)

[TRICARE Young Adult](#)

[Continued Health Care Benefit Program](#)

[Home](#) » [Welcome](#) » [Enroll or Purchase a Plan](#)

[Print](#) | [Need Larger Text?](#)

### Enroll or Purchase a Plan

You must enroll or purchase the following health plans to participate.

- [TRICARE Prime\\*](#)
- [TRICARE Prime Remote\\*](#)
- [TRICARE Prime Overseas\\*](#)
- [TRICARE Prime Remote Overseas\\*](#)
- [US Family Health Plan](#)
- [TRICARE Reserve Select](#)
- [TRICARE Retired Reserve](#)
- [TRICARE Young Adult](#)
- [Continued Health Care Benefit Program](#)

*\*Active duty service members must enroll in TRICARE Prime, TRICARE Prime Remote, TRICARE Prime Overseas or TRICARE Prime Remote Overseas (based on the duty station).*

### Enrolling in a Dental Plan

The [TRICARE Dental Program](#) and [TRICARE Retiree Dental Program](#) are voluntary dental insurance plans each requiring enrollment separate from any of the health plan options.

[Related Topics](#)

[Enroll Online](#)



# Self-Service Options Online

## TRICARE Self-Service Enrollment Online

### Enroll or Purchase a Plan

Enroll Online

#### TRICARE Prime

Prime Service Area ZIP Code Look-Up

TRICARE Prime Drive Times and Distances

Prime Enrollment Fees

When Coverage Begins

Split Enrollment

Disenrolling from TRICARE Prime

TRICARE Prime Remote

Home » Welcome » Enroll or Purchase a Plan » TRICARE Prime

 [Print](#) | [Need Larger Text?](#)

### TRICARE Prime

TRICARE Prime is available in [Prime Service Areas](#).

- Enroll all family members on one enrollment form
- Send [enrollment fees](#) (if applicable) with your enrollment form

#### Step 1: See if You Live in a Prime Service Area

- Check your ZIP code [online](#)
- Call your [regional contractor](#)

If you don't live in a Prime Service Area, visit the [Plan Finder](#) to learn about your options.

#### Step 2: Choose a Primary Care Manager

The type of provider you select as your primary care manager (PCM) depends on where you live. If you don't list a PCM on your enrollment form, we will select one for you.

### Your Contacts

**North-Health Net**  
1-877-TRICARE  
(1-877-874-2273)  
[www.hnfs.com](http://www.hnfs.com)

**South-Humana Military**  
1-800-444-5445  
[Humana-Military.com](http://Humana-Military.com)

**West-UnitedHealthcare**  
1-877-988-WEST  
(1-877-988-9378)  
[www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)

[View More Contacts](#)





## TRICARE Self-Service Enrollment Online (*continued*)

### Step 3: Enroll Online

- Go to the [Beneficiary Web Enrollment website](#)
- Click on the red "Log On" link at the top of the page
- You must have a [Common Access Card \(CAC\)](#), [DFAS \(MyPay\) Account](#), or a [DoD Self-Service Logon \(DS Logon\)](#) Premium (Level 2) account to log in
- Once you log in, select the "Medical" tab to enroll in TRICARE Prime

You can read the [Beneficiary Web Enrollment Fact Sheet](#) for more information.

### Other Enrollment Options

Enrolling online is your best option. But you can also mail your enrollment form to your regional contractor or turn it in to a TRICARE Service Center. You can get your enrollment form:

- [North Region](#)
- [South Region](#)
- [West Region](#)



## Self-Service Options Online

# Beneficiary Web Enrollment (BWE)

BWE is a secure portal that allows eligible TRICARE beneficiaries in the United States to:

- Enroll in or disenroll from **TRICARE Prime options**
  - Select or change primary care managers
- Enroll in **TRICARE dental options**
- Update contact information in DEERS





## Self-Service Options Online

# Secure Log On

- To access BWE through secure online self-service, you generally will need one of the following:
  - DS Logon
  - CAC
  - DFAS myPay PIN

[\(?\) Help Center](#) [-AA+](#)

### DS LOGON ?

Department of Defense  
Self-Service

[Forgot DS Logon Username?](#)

[Forgot DS Logon Password?](#)

### CAC ?

Common Access Card



### DFAS myPay PIN ?

Defense Finance and Accounting  
Service

[Forgot DFAS MyPay Login Id?](#)

[Forgot DFAS MyPay Password?](#)

Need a DS LOGON?  ?

Have a DS LOGON activation letter?  ?

Need to upgrade your DS LOGON?  ?



## Log-On Options by Beneficiary Category

**Service Members\***

**Retirees**

**Eligible family members—  
spouses, widow(er)s, children  
ages 18 and older**



Common Access Card



*\*Coast Guard and U.S. Public Health Service members are not paid by the DoD and do not have DFAS myPay PINs.*

## Self-Service Options Online

# DS Logon

**DS Logon:** Available to those without a CAC or myPay PIN (*such as family members*) to allow access to secure health care information

- Sponsor can obtain DS Logons for self and family by:
  - Logging on to **<https://myaccess.dmdc.osd.mil>**
  - Visiting a Veterans Affairs (VA) Regional Office



The screenshot shows the DS Logon login interface. At the top right, there is a blue bar with a "Help Center" link and a user profile icon. The main content area is divided into three columns: "DS LOGON" (Department of Defense Self-Service), "CAC" (Common Access Card), and "DFAS myPay PIN" (Defense Finance and Accounting Service). Each column has input fields for username and password, and a "Login" button. Below these columns, there is a section for "Need a DS LOGON?" with three buttons: "Register", "Activate", and "Upgrade". The "Register" button is circled in red.

DS LOGON ?	CAC ?	DFAS myPay PIN ?
Department of Defense Self-Service	Common Access Card	Defense Finance and Accounting Service
<input type="text" value="DS Logon Username"/>		<input type="text" value="MyPay Login Id"/>
<input type="text" value="DS Logon Password"/>		<input type="text" value="MyPay Password"/>
<a href="#">Forgot DS Logon Username?</a>		<a href="#">Forgot DFAS MyPay Login Id?</a>
<a href="#">Forgot DS Logon Password?</a>		<a href="#">Forgot DFAS MyPay Password?</a>
<input type="button" value="Login"/>	<input type="button" value="Login"/>	<input type="button" value="Login"/>

Need a DS LOGON?	
Have a DS LOGON activation letter?	<input type="button" value="Register"/> ?
Need to upgrade your DS LOGON?	<input type="button" value="Activate"/> ?
	<input type="button" value="Upgrade"/> ?





## Self-Service Options Online

# DS Logon (*continued*)

### Beneficiary Web Enrollment

[\(?\) Help Center](#) [-AA+](#)

## DS LOGON Registration

Welcome to the registration wizard.  
Here you can create your DS LOGON account,  
whether you are a service member, veteran, or family member. (?)

### Select registration method

- ☐ I have a Common Access Card (CAC) with accessible card reader. (?)
- ☐ I have an active DoD ID card and an email on file in the Defense Enrollment Eligibility Reporting System (DEERS). (?)
- ☐ I have a Defense Finance and Accounting Service (DFAS) myPay account. (?)
- ☐ I have none of the above, but I am registered in the Defense Enrollment Eligibility Reporting System (DEERS). (?)

[Continue](#)

[Cancel](#)



## Many TRICARE-Related Sites Accept DS Logon


- Health Net Federal Services, LLC (Health Net)—North Region
- Humana Military, a division of Humana Government Business (Humana Military)—South Region
- UnitedHealthcare Military & Veterans (UnitedHealthcare)—West Region
- TRICARE For Life
- myTRICARE (claims processor)
- TRICARE Dental Program
- TRICARE Retiree Dental Program
- RAPIDS Self Service
- TRICARE Online
- Defense Manpower Data Center's (DMDC's) Reserve Component Purchased TRICARE Application
- Beneficiary Web Enrollment (BWE)
- milConnect





## Self-Service Options Online

# Sample Log-On Pages

UnitedHealthcare | 

[Help Center](#) [+/-](#)

### DS LOGON ?

Department of Defense  
Self-Service

[Forgot DS Logon Username?](#)

[Forgot DS Logon Password?](#)

Need a DS LOGON?

Have a DS LOGON activation letter?

Need to upgrade your DS LOGON?

Need to manage your logon profile settings?

 Health Net  
FEDERAL SERVICES

Information and Technology for Better Decision Making

[Help Center](#) [+/-](#)

### DS LOGON ?

Department of Defense  
Self-Service

[Forgot DS Logon Username?](#)


[Forgot DS Logon Password?](#)


Need a DS LOGON?  ?

Have a DS LOGON activation letter?  ?

Need to upgrade your DS LOGON?  ?

Need to manage your logon profile settings?  ?

 Humana Military



[Help Center](#) [+/-](#)

### DS LOGON ?

Department of Defense  
Self-Service

[Forgot DS Logon Username?](#)

[Forgot DS Logon Password?](#)

Need a DS LOGON?  ?

Have a DS LOGON activation letter?  ?

Need to upgrade your DS LOGON?  ?

Need to manage your logon profile settings?  ?



## Self-Service Options Online

# Your TRICARE Regional Contractor: Health Net

**Health Net<sup>®</sup>**  
FEDERAL SERVICES

**TRICARE<sup>®</sup>**

My Account | En Español | Size A A A | f

Welcome Log In or Register

Search  Go

HOME ENROLLMENT AUTHORIZATIONS CLAIMS COVERED SERVICES WELLNESS RESOURCES

HNFS.COM > Beneficiary

### Find a ...

- Doctor or Health Care Provider
- New Primary Care Manager (PCM)
- Military Treatment Facility or TRICARE Service Center
- Covered Benefit
- Copayment or Cost-Share Amount
- Common Term or Acronym

### TRICARE North for Beneficiaries

**Time to Get Vaccinated**  
*Protect Your Family from the Flu*

Health Net Federal Services' website provides answers to your TRICARE questions. Use the category tabs above and the category boxes on the left and right sides to quickly locate information.

### News and Updates

### Frequently Asked Questions

- Who is my primary care manager?
- What if I need to be seen today?
- What do I do if I've moved?
- How do I change the doctor on my referral?
- More >>

### TRICARE Enrollment Options for ...


- Active Duty Service Members and Their Families
- National Guard and Reserve and Their Families
- Retirees and Their Families



## Self-Service Options Online

# Your TRICARE Regional Contractor: Humana Military

The screenshot displays the Humana Military website interface. At the top, the Humana Military logo is on the left, and the TRICARE logo is on the right. A navigation bar contains links for Beneficiary, TRICARE Plans, Enrollment, Health & Wellness, Tools & Resources, and Find a Provider. Below the navigation bar is a Google Custom Search box. The main content area features a large announcement: "Walk-in service no longer provided" with a subtext stating that walk-in customer service at TRICARE Service Centers (TSCs) will end on April 1, 2014. A "Learn more" link is provided. To the right of this announcement is a blue box labeled "Self Service" containing "Log In" and "Register Today" buttons, which are circled in red. Below the announcement are four light blue boxes for "Self-Service", "Enrollment", "TRICARE Plans", and "Tools & Resources", each with a brief description of services. To the right of these boxes is a "Highlights" section with a "Previous" and "Next" navigation and a "Beneficiary Bulletin Summer 2013" link. On the far right is a "Quick Links" section with a list of services including Communication Preferences, Claims, Health & Wellness, TRICARE Forms, MyActiveHealth, Make a Payment, Relocating?, Behavioral Health, and Pharmacy.

Humana Military. 

Beneficiary TRICARE Plans Enrollment Health & Wellness Tools & Resources Find a Provider

Home » Beneficiary

**Walk-in service no longer provided**  
As of APRIL 1, 2014 walk-in customer service at TRICARE Service Centers (TSCs) located within the 50 United States will no longer be provided. [Learn more](#)


**Self Service**

**Self-Service**  
Get access to: make a payment, change your PCM, verify your eligibility, check referrals, claims and much more.

**Enrollment**  
Payment options, online enrollment, changing your Primary Care Manager (PCM), updating DEERS.

**TRICARE Plans**  
Plan and program information on TRICARE Prime, Extra & Standard, National Guard & Reserve, Warrior Navigation & Assistance Program.

**Tools & Resources**  
TRICARE forms, newsletters, handbooks, brochures, useful links, disaster planning and more.

**Highlights**  
Previous ○ ○ ○ ● Next  
  
**Beneficiary Bulletin Summer 2013**  
The Beneficiary Newsletter will keep you up to date with changes and valuable information about TRICARE. [Learn More](#)



**Quick Links**  
• Communication Preferences  
• Claims  
• Health & Wellness  
• TRICARE Forms  
• MyActiveHealth  
• Make a Payment  
• Relocating?  
• Behavioral Health  
• Pharmacy





## Self-Service Options Online

# Your TRICARE Regional Contractor: UnitedHealthcare



Contact Us | Help

Search

Home | Beneficiaries | Providers | Government | Find a Provider | About

**Overview**

**Secure Content**

[My Eligibility](#)

[My Referrals and Prior Authorizations](#)

[My Claims](#)

[My Deductibles](#)

[My Other Health Insurance](#)

[My Profile](#)

[Make a Payment](#)

**Resources**

[2014 TSC Closures](#)

[Affordable Care Act](#)

[Behavioral Health Programs](#)

[Case Management Program](#)

[Claims](#)

**Overview**

DS Logon is a preferred secure login for those who qualify

**DS Logon**

[Don't have a DS Logon?](#)

[Register Now](#)

uhcmilitarywest.com Logon for those without a DS Logon

**uhcmilitarywest Logon**

[Don't have a uhcmilitarywest.com Logon?](#)

[Register Now](#)


**Getting Started**

- Download the [Welcome Packet](#) (871kb)
- Update [DEERS](#)
- Update your TRICARE Plan [Enrollment](#)
- [Change Your PCM](#)
- Enroll in [Automatic Recurring Payments](#)

**Latest News**

**Popular Topics**

- [ABA Pilot](#)  
Applied Behavior Analysis (ABA) Pilot program...
- [October Allotment Credits](#)
- [Online Registration Benefits](#)
- [Referral & Authorization Expirations](#)





## Self-Service Options Online

# TRICARE Self-Service Enrollment Online

### Step 3: Enroll Online

- Go to the [Beneficiary Web Enrollment website](#)
- Click on the red "Log On" link at the top of the page
- You must have a [Common Access Card \(CAC\)](#), [DFAS \(MyPay\) Account](#), or a [DoD Self-Service Logon \(DS Logon\)](#) Premium (Level 2) account to log in
- Once you log in, select the "Medical" tab to enroll in TRICARE Prime

You can read the [Beneficiary Web Enrollment Fact Sheet](#) for more information.

### Other Enrollment Options

Enrolling online is your best option. But you can also mail your enrollment form to your regional contractor or turn it in to a TRICARE Service Center. You can get your enrollment form:


- [North Region](#)
- [South Region](#)
- [West Region](#)






## Self-Service Options Online

# Logging On to BWE



 Home  **Log On**

### Welcome to TRICARE's Beneficiary Web Enrollment

**BWE Links**

- Home
- Get Enrollment Forms
- Related Sites**
- TRICARE Online
- Dental Programs
- US Family Health Plan
- milConnect Portal

#### LOG ON INSTRUCTIONS

**Manage Medical and Dental Enrollments:**

1. Click on the **red** "Log On" link above.
2. You are required to log on using either CAC, DS Logon or a DFAS account.
3. Once logged in, select the Medical tab to enroll or update your medical coverage, or the Dental tab to enroll or update your dental coverage.

**Print Enrollment Forms:** Click on the "Get Enrollment Forms" link on the left-hand sidebar.



## Self-Service Options Online

# milConnect—<http://milconnect.dmdc.mil>

- **milConnect** is a Web application provided by DMDC. Sponsors, spouses, and eligible family members (*age 18 and older*) can access personal information, health care eligibility, personnel records, and other information in a central location.

The screenshot shows the milConnect website, powered by DMDC. The header includes the milConnect logo and navigation links: Home, Q & A, About Us, Contact Us, and Help. The main content area features a description of milConnect as a web application for accessing personal and health information. Below this is a 'Breaking News' section with updates on the Patient Protection and Affordable Care Act and pay information. A 'Sign Up' section on the right highlights the 'Sign Up Now' button for sponsors. The 'Quick Links' section lists various services like Transfer Education Benefits, Update Address, and eCorrespondence. At the bottom, there are links to the Veterans Crisis Line and Safe Helpline. The footer lists various military branches and services, including Air Force, Army, Navy, and Public Health Service, along with their respective milConnect portals.

**milConnect** Powered by DMDC

Home | Q & A

milConnect is a web application provided by the DMDC that offers sponsors, spouses, and their children (18 years and older) access to their personal information, health care eligibility, personnel records, and other information from a centralized location.

**Breaking News:**

**The Patient Protection and Affordable Care Act:** The Affordable Care Act requires you to maintain basic health care coverage—called minimum essential coverage. Beginning in 2014, if you do not have minimum essential coverage, you will have to pay a fee for each month you are not covered. The TRICARE program is considered minimum essential coverage. For more information, visit <http://www.tricare.mil/aca>.

**Pay Information:** To request pay information you may visit <http://www.dfas.mil/> or if you need your W2 or a Form 1099, please visit: <http://www.dfas.mil/contractorvendors/taxinfo.html>.

**UnitedHealthcare Military and Veterans:** If you've recently gotten a letter from UnitedHealthcare Military and Veterans and have questions about your policy, primary care managers, automated payments, etc., please go to <http://www.uhcmilitaryvet.com> or call 1-877-968-9578.

**Sign Up**

If you have a Common Access Card (CAC), DFAS (myPay) Account or DoD Self-Service (DS) Login, click the button below to sign in.

**Sign Up Now**

Sponsors can create a DS Login by clicking the button below. Please have your CAC or DFAS Account ready.

**Quick Links**

- Go to Transfer Education Benefits (TEB)
- Go to Update Address
- Go to Update GAI
- Go to eCorrespondence

**Veterans Crisis Line**  
1-800-273-8255 PRESS 9

**Safe Helpline**  
Small instant support for the Red Community

**Life Events that Impact Your Benefits**

- Medicare
- Marriage
- Children
- Divorce
- Death of a Family Member

**Military Transitions**

- Learn Designation
- AD to TAMP (Transitional Assistance)
- AD to Guard / Reserve
- AD to Retirement
- Reserve Retiree Recalled to AD

**Education Benefits**

- Transfer Your Education Benefits in milConnect
- How To Submit a Transfer Request

**DEERS**

- General Information
- DEERS and TRICARE

**ID Cards**

- General Information
- Temporary ID Number (TIN)

**EXTERNAL LINKS**

Air Force	Air Force National Guard	Department of Defense	TRICARE.mil	DFAS/myPay
Army	Army National Guard	Department of Reserve Affairs	TRICARE.mil/JCA	Military One Source
Coast Guard	NOAA	Department of Veterans Affairs	TRICARE Online	Social Security Administration
Marines	JAFTS	DMDC	TRICARE for Guard and Reserve (TRG)	Warrent Officer Net (Member)
Navy	Beneficiary Web Enrollment (BWE) VA Forms		Wounded Warrior	Warrent Officer Net (Guest)
Public Health Service				

Home | About Us | Contact Us | Help



## milConnect—Once you log on, you can securely ...

- Update contact information in DEERS
- View current health care enrollments and manage TRICARE enrollments
- Locate the nearest military ID card-issuing facility
- View personnel information
- Obtain proof of insurance if currently in a TRICARE program
- Find answers to frequently asked questions about health care eligibility
- **Also:** Transfer education benefits to eligible family members, view ID cards, view Servicemembers' Group Life Insurance information (*except Marine Corps and Coast Guard*)





## Self-Service Options Online Using milConnect

The screenshot displays the milConnect website interface. At the top, the milConnect logo is visible, along with navigation links: Sign Out, About Us, Contact Us, Help, and a user icon. Below the header, a navigation bar contains links: Home, My Profile (circled in red), eCorrespondence, Health Care, Education, Life Insurance, ID Cards, and Help. The main content area is titled 'Update and View My Profile' and is divided into sections: Family Members, Personal Information, and Addresses. The 'Personal Information' section is currently selected and displays fields for Name, Display Name for GAL, DoD ID Number, Relationship to Sponsor, Gender, Birth Date, Citizenship, Organ Donor Status, and Enterprise Username (EUN). A large red arrow points from the 'My Profile' menu item to the 'Personal Information' section. To the right of the main content area, there is a 'Quick Links' sidebar with a list of links. The 'Beneficiary Web Enrollment' link in this sidebar is circled in red. The text 'Sponsor Information' is overlaid on the 'Personal Information' section.

milConnect Powered by DMDC

Sign Out | About Us | Contact Us | Help |

You are signed in as a sponsor

Home My Profile eCorrespondence Health Care Education Life Insurance ID Cards Help

Update and View My Profile

Family Members

Name Appears Here ( Sponsor )

Personal Information **MIL**

Name:  
Display Name for GAL:  
DoD ID Number:  
Relationship to Sponsor:  
Gender:  
Birth Date:  
Citizenship:  
Organ Donor Status:  
Enterprise Username (EUN):

\*indicates required field

Addresses

**Sponsor Information**

Quick Links

- Transfer Education Benefits
- Update Address
- Update GAL Info
- Read eCorrespondence
- Beneficiary Web Enrollment**
- eBenefits (VA Portal)
- Family Subsistence Supplemental Allowance (FSSA)
- Joint Qualification System (JQS)
- Manage DS Logon Account
- RAPIDS Self Service
- RAPIDS Site Locator
- TRICARE Claims
- TRICARE for Guard and



## Self-Service Options Online


# eCorrespondence

[Home](#) [My Profile ▾](#) [eCorrespondence ▾](#) [Health Care ▾](#) [Education ▾](#) [Help ▾](#)

### eCorrespondence ⓘ

Welcome to the NEW eCorrespondence page. TRICARE Enrollment Cards and Age 21/23 Eligibility Change letters are now available online! Active Duty Service Members an National Guard or Reserve Service Members on Active Duty or Early Alert will automatically receive an email notification to their personnel email address in place of a mailed letter when this correspondence is available.

Future eCorrespondence enhancements include replacing additional mailed letters with e-mail notifications as well as expanding e-mail notifications to non-Active Duty populations and family members regarding benefits changes. Click on the help button for more information.

 [TRICARE Dental Enrollment Card, Jane A. Smith \(current\)](#)

ⓘ No additional correspondence available. Check the help...

If you have problems retrieving your electronic correspondence, please refer to the help section of this page. For any remaining issues, please send an email to [eCorrespondence@osd.pentagon.mil](mailto:eCorrespondence@osd.pentagon.mil).





## Self-Service Options Online

# TRICARE Self-Service—[www.tricare.mil/contactus](http://www.tricare.mil/contactus)

### Contact Us

[Call Us](#)

[Mental Health Crisis Hotlines](#)

[Login for Secure Services](#)

[Email Us: Send Us Your Benefit Question](#)

[TRICARE Service Center Walk-In Service Ending](#)

[Report Health Care Fraud or Abuse](#)

[File a Grievance](#)

[Home](#) » [Contact Us](#)

 [Print](#) | [Need Larger Text?](#)

### Contact Us

Select from one of the following customer service options:

[Call Toll-Free](#)

Call toll-free to speak to a customer service representative.

[Mental Health Crisis Hotlines](#)

Call or chat online with mental health counselors.

[Login or Register](#)

Login or register for secure services on our partner sites.

[Fill Out Your Profile](#)

Get immediate benefit information tailored for you.

[Check FAQs](#)

Find instant answers to the most frequently asked questions.

[Email Us](#)

Send us your questions and we will reply in 30 business days.

[Report Fraud or Abuse](#)

Report any suspicious activity regarding your health care.

[File a Grievance](#)

File a complaint about the quality of care you received.

### Related Websites

[Find a Beneficiary Counseling and Assistance Coordinator](#)

[Find a Debt Collection Assistance Officer](#)

[Find a Military Hospital or Clinic](#)

### Related Downloads

[TRICARE Resources for Service Overview](#)

[TRICARE Contact Wallet Card](#)



## Self-Service Options Online

# TRICARE Self-Service—[www.tricare.mil/callus](http://www.tricare.mil/callus)

### Contact Us

#### Call Us

Mental Health Crisis Hotlines

TRICARE Regional Offices

TRICARE For Life

US Family Health Plan

TRICARE Pharmacy Program

TRICARE Dental Options

Continued Health Care Benefit Program

Defense Enrollment Eligibility Reporting System

Reserve and Service Member Support Office, Great Lakes

TOL Secure Web Portal

Mental Health Crisis Hotlines

Login for Secure Services

Email Us: Send Us Your Benefit Question

[Home](#) » [Contact Us](#) » [Call Us](#)

 [Print](#) | [Need Larger Text?](#)

### Call Us

The North, South and West regional contractors provide customer service for all plans except [TRICARE For Life](#) and the [US Family Health Plan](#). The overseas contractor provides customer service for all overseas plans.

#### North Region

- Health Net Federal Services, LLC
- [www.hnfs.com](http://www.hnfs.com)
- 1-877-TRICARE (1-877-874-2273)

#### South Region

- Humana Military, a division of Humana Government Business
- [Humana-Military.com](http://Humana-Military.com)
- 1-800-444-5445

#### West Region

- UnitedHealthcare Military & Veterans
- [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)
- 1-877-988-WEST (1-877-988-9378)

#### Overseas

- International SOS
- [www.tricare-overseas.com](http://www.tricare-overseas.com)
- [Country-Specific Toll-Free Numbers](#)

#### Related Websites

[Find a Beneficiary Counseling and Assistance Coordinator](#)

[Find a Debt Collection Assistance Officer](#)

[Find a Military Hospital or Clinic](#)

[Veterans' Affairs Toll-Free Numbers](#)

#### Related Downloads

[TRICARE Resources for Service Overview](#)

[TRICARE Contact Wallet Card](#)



## TRICARE Interactive Resources Online

- Sign up for general TRICARE news and benefit alerts at **[www.tricare.mil/subscriptions](http://www.tricare.mil/subscriptions)**.
- Use keywords and search frequently asked questions at **[www.tricare.mil/FAQs](http://www.tricare.mil/FAQs)**.
- Download handbooks, fact sheets, and more at **[www.tricare.mil/smart](http://www.tricare.mil/smart)**.
- Manage TRICARE benefits through **[www.tricare.mil](http://www.tricare.mil)**, the “I want to ...” section—get coverage, find providers, check referrals and prior authorizations, view claims, and more.
- View TRICARE information on your mobile device by typing **[www.tricare.mil](http://www.tricare.mil)** into your mobile browser.





# SIM

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## **Spotlight Brief #2**

# **Volunteer Recognition Ceremony**

***(Michael Amarosa)***





**IMCOM**  
SOLDIERS • FAMILIES • CIVILIANS

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## FY 14 Volunteer Recognition

### OVERVIEW

- National Volunteer Week will be observed from 6-13 Apr 14 to raise public awareness of the importance of volunteers to the Army Community.
- Recognize individuals who volunteered during 2013 calendar year in three categories.
- Facilitate ceremony and invite leaders throughout the Army Community to support and participate at the Installation Volunteer Recognition Ceremony.

~~Conduct the Installation Volunteer Recognition Ceremony on 29 Apr 2014 at the Nehelani, SB.~~

### BACKGROUND

- National Volunteer Week is observed throughout the Army Community annually in the month of April. This year's theme is, Inspire by Example...Army Volunteers Changing Lives & Communities.
- Each year, Garrisons conduct recognition ceremonies, activities and/or events to give recognition to selfless volunteers who have contributed and dedicated their time and efforts to enhance Army communities throughout the Army, giving credit to their service.
- This year's ceremony will be held at the Nehelani, Schofield Bks on 29 April 2014, from 1730 - 2000 (ceremony starts @ 1830).
- FMWR commercial sponsorship will provide support for the ceremony.

### CONCEPT

Nominated volunteers who have contributed and dedicated their time and effort throughout the 2013 calendar year will be recognized in these three categories:

**Category 1#:** Volunteer Management Information System (VMIS) Entered Hours. Criteria: **1 - 299 hours;**

**300 - 499 hours; 500 - 699 hours; 700+**

**Category #2:** Volunteer of the Year - One (1) each to be determined by each BDE, major tenant organization & volunteer agency.

**Category #3:** Includes eight (8) sub-categories; Soldier/Spouse/Family/Civilian/Youth-Young Adult/Retiree/Purple/Ambassador Volunteers of the Year.

All nominees in each category must be registered in VMIS and have submitted hours for ~~the previous~~ WAY AHEAD 2013 calendar year.

- **3 & 5 Mar 14**, Brief VRC update @ SIMs North & South Mtgs, \_
- **4 Mar 14**, IPR (OPORD Tasking) 1000-1100 @ GC Conf Rm.
- Category #2, Unit/Agency POCs, due **NLT 11 Mar 14**.
- Information Packets and nomination forms will be disseminated via email to all Units, Agencies, Directorates on Army Installation and will also be available on-line at [www.himwr.com](http://www.himwr.com) **NLT 12 Mar 14**.
- **13 Mar 14**, IPR (POCs) 0900-1000 @ ACS North.
- **25 Mar 14**, IPR (Tasking/POCs) Time/Location TBD.
- Category #2, VOY nominated by Unit/Agency submissions Due **NLT 28 Mar 14**.
- Category #3, Nominees submission date **through 28 Mar 14**, Winner Selection **NLT 2 Apr 14**.
- **22 Apr 14**, IPR (Tasking/POCs) Time/Location TBD.
- **28 Apr 14, @ 1400 hrs**, Rehearsal @ Nehelani: (Walk-thru



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## Family and MWR March Community Programs

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**Supporting each Warrior, Family and Community with  
sustainable services, ensuring power projection readiness  
from Hawaii**

*We are the Army's Home*



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## **Family and MWR March Community Programs**

- March 1<sup>st</sup> Ladies Golf Clinic @ Leilehua Golf Course
- March 1<sup>st</sup> Surfing 101 @ Outdoor Recreation Center
- March 4<sup>th</sup> Bling My Cell @ Tropics Recreation Center
- March 4<sup>th</sup> Mask Making with Yukie Shiroma @ SGT Yano Library
- March 5<sup>th</sup> Call of Duty Black Ops 2 Meet and Greet @ Tropics Recreation Center**
- March 6<sup>th</sup> Mom & Tots @ SB Arts & Crafts Center
- March 7<sup>th</sup> CG Scramble @ Nagorski Golf Course
- ~~March 7<sup>th</sup> Country Style Lunch Buffets @ Fort Shafter, Hale Ikena~~



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## **Family and MWR March Community Programs**

**March 10<sup>th</sup> Black Widow Meet & Greet @ Tropics Recreation Center**

March 12<sup>th</sup> Celebrate Teen Tech Week @ SGT Yano Library

March 12<sup>th</sup> Make a Flag @ Fort Shafter Library

**March 15<sup>th</sup> First Annual Father/Daughter & Mother/Son Dance @ Hale Ikena**

March 24<sup>th</sup> Memorial Sale @ Nagorski Pro Shop

March 26<sup>th</sup> Rubberband Bracelet Making @ SGT Yano Library

March 28<sup>th</sup> Hawaiian Luau Lunch Buffet @ Kolekole Bar & Grill and Mulligan's Bar & Grill

**March 28<sup>th</sup> USARPAC Pay Day Scramble @ Nagorski Golf Course**





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## **Family and MWR March Community Programs**

### NEW! Activities

NEW! Preschool Story Time @ SGT Yano Library & @ FT Shafter Library

NEW! Grilling at the Range with Chef Devin Lee @ Leilehua Grill

NEW! Tropics Game Tournaments @ Tropics Warrior Zone

NEW! Personal Training @ Ft. Shafter PFC, AMR PFC, and Tripler PFC

NEW! Aloha Friday Barbeque @ Leilehua Grill

NEW! CYSS SKIES Unlimited NEW Programs @ SKIES Studios

NEW! CYSS SKIES Unlimited School of Academics Classes @ SKIES Studios

Youth Sports is Looking for Volunteer Coaches @ Youth Sports Offices



### **AL EVENTS & ACTIVITIES**

March 29<sup>th</sup> Family Swim Day @ **Richardson Pool, Schofield Barracks**

Visit :

**[himwr.com](http://himwr.com)**

For additional information and other  
programs





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## Kindergarten Registration

**“Kindergarten Registration Begins”  
REGISTER NOW!**

The Hawaii Revised Statute (302A-411) that governs kindergarten enrollment age is changing:

Beginning with the 2014-15 school year, a child who will be at least five years old on July 31st may attend public school kindergarten.

Kindergarten registration for the 2014-15 school year has started and families are encouraged to enroll as soon as possible.

For school assignment questions, contact 655-8326.



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**Supporting each Warrior, Family and Community with  
sustainable services, ensuring power projection  
readiness from Hawaii**

*We are the Army's Home*



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## Are you riding your bike safely?

### Bike Safety Bonanza

Wednesday, March 12, 2014

2:00pm to 5:00pm

Wheeler Community Center

100 Vought Ave

(next to wheeler Middle School)

IPC, SLO and DES have partnered together to promote Bicycle Safety.



child is encouraged to b  
helmets and bicycles to t  
event and learn about the "Rules of





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## It's Spring Break - join Us!

Live & Learn 101 Festival  
Wednesday, March 19, 2014

2:00pm to 5:00pm

Kaena Community Center

5485 Gallup St.

(across Solomon Elementary)

**Diploma Dash Obstacle**

**Course starts at 3pm**

**S Bike Rodeo- kids bring**

**your bikes and helmets**



POC: Sheryl M. Ferido, Community Services Manager 808-275-3159 [sferido@ipchawaii.com](mailto:sferido@ipchawaii.com)

**Mc Gruff the Crime Dog, Eddie the Eagle, Bobber the Water**



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WinnCompanies

## WINNING Edge

**\$1,000+**  
Scholarship  
Opportunity for  
Residents!

### 2014 Scholarship Program

Is someone in your household preparing to or currently pursuing some form of higher education in community college, college, university or trade/professional school?

Island Palm Communities along with WinnCompanies welcome eligible residents to apply for the 2014-2015 Winning Edge Scholarship.

**Interested?** Please visit your community office to pick up an application or for additional information. The application is also available at: [www.islandpalmcommunities.com](http://www.islandpalmcommunities.com).

Don't wait!

**Deadline for entry is April 2, 2014.**





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## Important IPC Website Links

### Neighborhood Watch Program

“Building stronger, safer communities one neighborhood at a time”

- Educate the public about crime problems and trends and ways to improve residential security
- Implement coordinated, community-based programs to increase awareness and concern for the protection of homes/families within a given community
- Identify and develop effective measures for the prevention, deterrence, and reduction of specific crime
- Strengthen community – police relations

Get Started TODAY. Email [NWDP@IPChawaii.com](mailto:NWDP@IPChawaii.com)





## Important IPC Website Links

### IPC Resident Guide

Not familiar with IPC policies?

<https://www.islandpalmcommunities.com/Current-Residents/Resident-Resources/Resident-Guide/default.aspx>



### Neighborhood Watch Program

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- Implement coordinated, community-based programs to increase awareness and concern for the protection of homes/families within a given community
- Identify and develop effective measures for the prevention, deterrence, and reduction of specific crime
- Strengthen community – police relations

**Get Started TODAY...Email - [NWP@IPChawaii.com](mailto:NWP@IPChawaii.com)**





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## One Item of Interest to All (North Service Providers)

<b>1 Directorate of Family and Morale, Welfare and Recreation</b>	<b>12 Directorate of Emergency Services</b>
<b>2 Army Community Service</b>	<b>13 Family Housing (DPW)</b>
<b>3 Child, Youth, and School Services</b>	<b>14 Island Palm Communities</b>
<b>4 Army Family Action Plan</b>	<b>15 Schofield Barracks Health Clinic</b>
<b>5 Army Family Team Building</b>	<b>16 Solider Family Assistant Center</b>
<b>6 Exceptional Family Member Program</b>	<b>17 Fisher House</b>
<b>7 School Liaison Office</b>	<b>18 United Healthcare</b>
<b>8 Hui O' Wahine</b>	<b>19 Religious Support</b>
<b>9 FRG/ Op Ready Programs</b>	<b>20 Exchange</b>
<b>10 Army Volunteer Corps Coordinator</b>	<b>21 Commissary</b>
<b>11 Armed Services YMCA WAAF</b>	<b>22 Red Cross</b>



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## One Item of Interest to All (South Service Providers)

- |   |                                      |
|---|--------------------------------------|
| <b>1 Directorate of Family and Morale, Welfare and Recreation</b> | <b>8 Island Palm Communities</b>     |
| <b>2 Army Community Service</b>                                   | <b>9 Tripler Army Medical Center</b> |
| <b>3 Child, Youth, and School Services</b>                        | <b>10 Fisher House</b>               |
| <b>4 School Liaison Office</b>                                    | <b>11 Religious Support</b>          |
| <b>5 Hui O' Wahine</b>  | <b>12 Exchange</b>                   |
| <b>6 Armed Services YMCA AMR</b>                                  | <b>13 Red Cross</b>                  |
| <b>7 Directorate of Emergency Services</b>                        | <b>14 United Healthcare</b>          |



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## SIM Topic Annual Planner

JANUARY 2014	FEBRUARY 2014	MARCH 2014
<small>SOLDIERS • FAMILIES • CIVILIANS</small> <b>Spotlight: SHARP (view video)</b> <b>Spotlight: DES: Crime; current service &amp; support</b> <b>Spotlight: Hui 'O Na Wahine</b>  <b>TLM: SHARP (view video)</b>	<b>Spotlight: Cut-off Date for Kindergarten, Testing Statistics and Concerns with Tardiness and Absenteeism</b> <b>Spotlight: Tax Center</b> <b>Spotlight: Volunteer Recognition Ceremony</b>  <b>No TLM for February</b>	<b>Spotlight: Tricare Update</b> <b>Spotlight: Volunteer Recognition Ceremony</b>  <b>TLM: Welcomes &amp; Farewells Month of the Military Child</b>
APRIL 2014	MAY 2014	JUNE
<b>Spotlight: PCS Check-List (Transportation, Disposal of Hazardous Waste Materials, etc)</b> <b>Spotlight: CDC Summer Hire Program</b> <b>Spotlight: Operation Homefront</b> <b>Spotlight: Youth Scavenger Hunt</b>  <b>TLM: JVEF</b>	<b>Spotlight: ITR Programs for Summer 2014</b>  <b>TLM: TBD</b>	<b>Spotlight: Agency Briefs</b>  <b>TLM: No TLM Scheduled</b>
JULY	AUGUST	SEPTEMBER
<b>o No SIM/TLM scheduled</b>	<b>Spotlight: AFAP</b> <b>Spotlight: CSF2 Training Center</b> <b>Spotlight: Joint Spouse Conference Registration</b> <b>Spotlight: Health Fair/Promotions/Clinic update</b> <b>TLM: Housing</b> <b>TLM: AFAP Q&amp;A</b>	<b>Spotlight: Army Wellness Clinic</b> <b>Spotlight: Housing Utility Brief</b> <b>Spotlight: Post-PCS Theme</b> <b>TLM: TBD</b>
OCTOBER	NOVEMBER	DECEMBER
<b>o SIM for October: Rescheduled</b>	<b>Spotlight: Holiday Programs (ITR)</b> <b>Spotlight: Parent-to-Parent Program</b> <b>Spotlight: Sharp Hotline Number (No TLM for November)</b>	<b>Spotlight: AFAP Outbrief</b> <b>Spotlight: Mystery Customer Program</b> <b>Spotlight: Patient Centered Medical Homes</b>



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## End of Brief

INSTALLATION MANAGEMENT COMMAND



*“Sustain, Support and Defend”*